DUTY STATEMENT GS 907T (REV. 03/03)

GS 9071 (REV. 03/03)			SHADED AREA FOR HUMAN RESOURCES ONLY			
INSTRUCTIONS: Refer to the Essential Functions Duty Sta Preparation and Construction Manual for Instructions			atement	RPA- OAH-11817	EFFECTIVE DATE:	
DGS OFFICE OR CLIENT AGENCY Office of Administrative Hearings			POSITION NUMBER (Agency - Unit - Class - Serial) 306-662-1139-037			
UNIT NAME AND CITY LOCATED Special Education - Sacramento		CLASS TITLE Office Technician (Typing)				
WORKING HOURS/SCHEDULE TO BE WORKED 8:00am to 5:00pm		5. SPECIFIC LOCATION ASSIGNED TO 2349 Gateway Oaks Drive, Suite 200				
6. PROPOSED INCUMBENT (If known)			7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-662-1139-037			
The Department of General Services' (DGS) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.						
8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Staff Services Manager I, the Office Technician (Typing) (OT) performs the full range of OT work for the Special Education Administrative Law Judges (ALJs) and Presiding ALJs at OAH. The work requires learning the administrative adjudicatory process relating to special education and the legal procedures related to mediations and due process hearings, and the ability to identify due process complaints and mediation documents.						
Percentage of time performing duties					e of time spent on each. Group additional sheet if necessary)	
30%	(CDE) rules, regulation duties described below The incumbent will lear Converter Professional caseload. Examples of cases the cases, Mediation Only In order to open and so Prepare electregulatory are parties, hear SE regional Ensure that Conly cases. Prepare and initiated due	Individuals with Disabilities and guidelines, and starts and guidelines, and starts. In how to master and utilizer, Faxination, Microsoft Workington, Microsoft Workington, and processing faxion the dule cases for hearing, tronic case files by ensuring dates, agencies, and offices within required time cases are properly opened.	ndard procedure the OAH Ford and Exceludes, but is not kination. In the incumber of cases are different for the case replines. In and scheduland notices and notices and notices and scheduland notices.	dures governing SE matter Practice Manager system el and other related applicated in the limited to: Los Angeles ent will learn how to: e properly opened and schalated information into PM uled according to specific und proofs of service using	ifornia Department of Education rs for OAH, performs the full range (PM), Outlook, Nuance PDF ations to manage an entry-level Unified School District (LAUSD) meduled according to statutory, or by inputting information regarding for CDE's SE Program for all OAH procedures for LAUSD and Media pM to properly notify parties of status.	ng H
11. SUPERVISOR'S STATEMENT: I HAVE DIS SUPERVISOR'S NAME (Print)		SCUSSED THE DUTIES SUPERVISOR'S SIGNA		SITION WITH THE EMPL	.OYEE DATE	
Jennifer Haley						
12. EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should						
not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.						
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATI	URE		DATE	

STATE OF CALIFORNIA

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Percentage of time performing duties	 Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)
	ESSENTIAL FUNCTIONS (Continued)
	In order to process motions, orders, and other legal documents, and to perform case document management for entry-level cases, the incumbent:
30%	 Monitors incoming emails, faxes and U.S. mail pertaining to matters and reviews them by date stamping, and processes documents within statutory, regulatory and office performance timelines. Uploads all incoming case related documents into PM following SE's document handling guidelines in order to maintain a complete and accurate electronic case file.
	 Identifies urgent documents and makes certain they are handled promptly and routed to the proper person. Sends subpoenas, OAH forms and other documents by email, fax, or U.S. mail in response to requests from the public.
	Forwards incoming transcript and administrative record requests for proper processing. At the line provides a transcript and administrative record requests for proper processing.
	 Act as liaison with pro tempore administrative law judges. Processes motions from parties by uploading the request into PM and submits motions to appropriate person for processing.
	Serves orders following OAH procedures, statutes, regulations and agency guidelines.
	 Makes up-to-date changes to master calendar according to current orders. Sends out mediation survey information to parties within appropriate time lines.
15%	In order to coordinate and schedule hearing services, and respond to inquiries for entry-level cases, the incumbent: • Identifies requests for accommodation under the ADA, requests for security or other similar requests. Takes appropriate action to secure accommodations, security or other similar requests, taking care not to disclose confidential information and processes according to established procedures. • Coordinates and assists OAH's contracted service provider in scheduling interpreter services when requested by
	 parties. Processes requests for information regarding matters before OAH made in writing, by telephone or in person that fall under the Public Records Act and forwards to staff counsel for a response.
	 Responds to inquiries regarding OAH's processes. Uses discretion in responses to avoid providing legal advice and to maintain confidentiality of information in case files. Uses discretion in fielding calls from the media and prevents inappropriate ex parte communications with the ALJs.
	 Ensures that all interested parties including ALJs, attorneys, interpreters, as well as California Highway Patrol if security was requested, are notified by telephone, email or fax when cases are continued or taken off calendar. Assigns current hearings to hearing rooms within a regional office.
10%	In order to close cases when needed, the incumbent: Processes results of mediations accordingly, by uploading and securing confidential documents to the corresponding case, updating the case calendar, case status and issuing any notices to all parties as necessary. Informs all parties, assigned ALJ, PALJ, and contracted hearing services providers of case closure. Before closing matter in PM, reviews accuracy of case file to ensure the matter is in order for possible future administrative record requests.
	 Concludes case management with accurate closure of files following standard OAH procedure. Maintains an inventory log of closed cases, routinely transferring files to the file room, boxes files with required forms and coordinates the shipment of closed files to storage on a quarterly basis.
10%	In order to maintain continuity of services to those accessing SE's services, the incumbent: • Performs the full range of duties listed above as back up for staff that is out of the office. Back up procedures should be followed.
	MARGINAL FUNCTIONS
5%	In order to serve as backup to receptionist on an as needed basis, the incumbent: • Greets and directs visitors providing information and assistance.
5%	 Answers and screens telephone calls, takes messages and refers to appropriate staff. Exercises discretion in directing calls and determines whether calls should be directed to a PALJ or another support staff member. Answers questions from attorneys, agencies, parties and the general public on many topics by telephone, email, or at the public counter, being careful not to provide legal advice or disclose confidential information. Opens, sorts, date stamps and distributes incoming mail, prepares outgoing mail for pickup, and determines
	whether mail is to be sent by overnight mail. Undertakes tasks related to office opening and closing such as, unlocking/locking doors to office and hearing rooms, turning on lights and assuring the hearing rooms have adequate supplies for the day.
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	KNOWLEDGE AND ABILITIES			
	Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.			
	Ability to: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.			
	SPECIAL REQUIREMENT Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.			
	Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. DESIRABLE QUALIFICATIONS			

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